



Guide to our  
**Code of Conduct**

**NDVR**  
Endeavour  
Foundation



**Our customers place a tremendous amount of trust in us - trust in our ability to meet their needs; trust that we will provide excellent service and trust that we'll keep them safe from harm.**

In return, we must continue to ensure our customers:

- are safe
- have choice and control over their life
- receive high-quality supports and services from us.

Our core values – • **One** • **Imaginative** • **Care** • **Passionate** – define how we work and our Code of Conduct guides our actions, words and behaviours – it's the **#teampossible** way.

Our Code of Conduct is a set of standards our customers can expect from us. It outlines the legal, ethical and safety responsibilities expected of everyone.

Our Code is not just about the work we do but the way we do it.

## **Why has our Code of Conduct changed?**

Our Code of Conduct was updated to meet the requirements of the new NDIS Code of Conduct which applies to all service providers and workers under the National Disability Insurance Scheme (NDIS).

Our new Code raises the bar for what is expected of us in relation to the safety and wellbeing of our customers.

**It applies to all employees, supported employees, contractors, volunteers and agents working for us.**

Our Code consists of seven main obligations. This guide helps to explain our responsibility as an employer and our collective responsibility as good workers.

# What are our seven obligations?

## 1 Respect individual rights

### What does it mean for us?

- Treat our customers and staff with dignity and respect.
- Support our customers to express themselves and make their own decisions.
- Communicate with our customers in a way they can understand.
- Not discriminate or treat colleagues or customers differently because of their race, culture, disability, age, sexuality, gender identity, intersex status or relationship status.

### How we are supported?

- Continued learning - online and face-to-face training.
- Leader support.

### What is an example of a breach?

- Due to cultural and religious beliefs, a customer requests a male support worker to provide his daily personal care. However, due to the unavailability of a male support worker, a female support worker is rostered to provide this care.
- Inappropriate language is used when speaking to a customer.

## 2 Respect the privacy of people with disability

### What does it mean for us?

- Respect a customer's personal dignity.
- Ask for consent before sharing or using personal information for a proper purpose.
- Only use a customer's personal information where it is necessary for proper care or reporting purposes.

### How we are supported?

- Privacy policy.
- Notifiable Data Breach policy.
- Leader support and training.

### What is an example of a breach?

- A customer's personal details are emailed externally by accident.

### 3 Provide supports and services in a safe and competent manner, with care and skill

#### What does it mean for us?

- Skills and qualifications must be up-to-date.
- Only do the jobs we are trained or qualified to do.
- Know how to work responsibly when sick or injured.
- Never work under the influence of drugs or alcohol.
- Never bully, discriminate or harass others in the workplace.
- Ensure we uphold any necessary record keeping duties.

#### How we are supported?

- Centralised rostering team.
- Leader support.
- Continued learning – online and face-to-face training.
- Access to our Employee Assistance Program (EAP).
- Expert advice from support teams.
- Worker Screening processes.
- Policies and procedures.

#### What is an example of a breach?

- A customer is lifted out of a wheelchair without the use of appropriate equipment or technique.



## 4 Act with integrity, honesty and transparency

### What does it mean for us?

- Give true information about training and qualifications, worker screening status and past misconduct findings.
- Always declare any real or perceived conflicts of interest.
- Avoid giving, asking for or accepting money or gifts.
- Engage in the proper use of resources.
- Understand the limitations around accepting outside work and certain restrictions regarding making public comments.
- Do not engage in any fraudulent acts.
- Act ethically at all times.

### How we are supported?

- Worker Screening processes.
- Conflict of Interest policy and procedure.
- Receipt of Gifts procedure and registry.
- Social Media policy and procedure.
- Delegation of Authority policy.
- Expert advice from support teams.

### What is an example of a breach?

- Accept a gift from a customer without recording it on the gifts registry.



## 5 Promptly act on matters that may impact the quality and safety of supports and services for people with disability

### What does it mean for us?

- Ensure customers, family, friends and carers 1) know how to make a complaint and 2) feel confident that services won't be compromised or affected if they make a complaint.
- Take immediate action and report any concerns about the safety or the quality of support a customer is receiving.
- Ask the customer how they would like to resolve their concern.
- Be familiar with internal complaints and incident procedures and systems.
- Be familiar with external complaint processes, e.g. NDIS Quality and Safeguards Commission.

### How we are supported?

- Protections for people who raise concerns internally or externally.
- Complaints policy and procedure, as well as easily accessible advice on how to make a complaint to external authorities e.g. NDIS Quality and Safeguards Commission.
- Expert advice from our Customer Practice and Safeguarding team.

### What is an example of a breach?

- A customer tells us that another support worker is not providing services in a safe or competent manner and we fail to report it.

## 6 Prevent and respond to all forms of violence against and exploitation, neglect and abuse of, people with disability

### What does it mean for us?

- Never engage in or tolerate any form of violence against, abuse, neglect or exploitation of a customer.
- Ensure understanding of what to do if an incident occurs or is suspected to have occurred.
- If a criminal act occurs, we must:
  - 1) ensure the safety of our customer
  - 2) report the incident immediately.
- Work to eliminate (where possible) restrictive practices, including seclusion, chemical, mechanical, physical or environmental restraint.
- Ensure understanding of what qualifies as violence, abuse, neglect and exploitation.

## How we are supported?

- Continued learning – online and face-to-face training.
- Abuse, Neglect and Exploitation (ANE) reporting and management policy and procedure.
- Complaints management system.
- RiskMan incident reporting system.
- Serious Customer Incident Response Tool (SCIRT).
- Protections of those who raise concerns.
- Expert advice from our Customer Practice and Safeguarding team.

## What is an example of a breach?

- While providing in-home support, we witness a family member slapping a customer across the face but do not report it.

# 7 Take all reasonable steps to prevent and respond to sexual misconduct

## What does it mean for us?

### We must never:

- Make inappropriate comments that are sexual or about someone else's sexuality.
- Ask a customer on a date or take part in sexual activities.
- Send a sexual message to a customer through email, text message or social media.
- Sexually touch a customer or encourage others to do sexual things together.

### We must:

- Ensure we understand what qualifies as 'sexual misconduct'.
- Prevent and respond to inappropriate behaviour by anyone towards a customer.
- Report any sexual misconduct or inappropriate relationships.
- Support customers so they feel safe to make a complaint or report abuse.

## How we are supported?

- Continued learning – online and face-to-face training.
- Abuse, Neglect and Exploitation (ANE) reporting and management policy and procedure.
- Complaints management system.
- RiskMan incident reporting system.
- Protections of those who raise concerns.
- Expert advice from our Customer Practice and Safeguarding team.

## What is an example of a breach?

- Tell a customer a joke about sex.

As #teampossible we are happy to be held accountable to our Code of Conduct.

It demonstrates our constant commitment to ethical and transparent behaviour, responsible care and greater protection of everyone we support.

## Code of Conduct in practice: **Tell us. We are listening. We will act.**

It is important we all understand how to meet the requirements of our Code of Conduct, and how best to apply it to our job, please speak to your Leader or contact the People Experience team at [peopleexperience@endeavour.com.au](mailto:peopleexperience@endeavour.com.au), if you are unsure.

If something concerns you, or you think it may represent a breach of our Code, raise the issue promptly.

Tell your Leader or provide feedback to the Customer Practice and Safeguarding team:



**1300 730 334**



**[feedback@endeavour.com.au](mailto:feedback@endeavour.com.au)**



**[endeavour.com.au/feedback](https://endeavour.com.au/feedback)**

## RiskMan – report it

If it involves harm or potential harm to a customer or a staff member, lodge an incident report on RiskMan as soon as possible.

## More information

A copy of our Code of Conduct can be found on QMS at **[intranet.endeavour.com.au](https://intranet.endeavour.com.au)**

A copy of the NDIS Code of Conduct Guidance for Workers can be found at **[ndiscommission.gov.au](https://ndiscommission.gov.au)**

**And remember,**

**If you believe that we have not addressed the breach adequately you can make a complaint directly to the NDIS Quality and Safeguards Commission on 1800 035 544.**